

Modeling Guru FAQ

Frequently Asked Questions about the NASA Modeling Guru site:

Q: What is Modeling Guru?

A: Modeling Guru is a SIVO community intended for users of NASA modeling systems. It is a repository of accumulated wisdom, documentation, and user interactions from topics ranging from models to languages to computing systems. Users may search the knowledgebase for answers to their questions, post questions to the entire community, and contact SIVO support -- all from a single location on the web.

Q: How do I get a user account?

A: Users that already have an existing user account on a NASA Center for Computational Sciences (NCCS) system are also able to login to Modeling Guru. Just enter your NCCS-provided username and password after clicking "Login" at the top left side of the main webpage. If you do not have an account or you are having difficulty logging into the system, please refer to the [Modeling Guru Accounts and Registration FAQ](#).

Q: Why didn't my post appear?

A: If you're a new user, please be patient. We are working to make Modeling Guru easy and convenient, but current NASA security policy requires your initial *discussion* posts to be pre-moderated, to ensure legitimate use of the site. After this brief trial period, you'll attain "Trusted Poster" status and your posts will appear immediately. Please note that Modeling Guru *document* postings are **always** pre-moderated, since they are held to a higher standard of validity. If your post hasn't appeared within 24 hours, you're welcome to email the Curators listed in the footer of each page.

Q: How do I change my password?

A: You cannot change your password through this site. All passwords are managed through the NCCS. Those with a computer account on an NCCS computing system may change their password there, as the passwords are shared for Modeling Guru. If you do not have an NCCS computer account, you can change your password through the NCCS' web interface at https://www.nccs.nasa.gov/LDAP_pwchange_Gateway.php (this method works for all users).

Q: How do I set which email address to use for Modeling Guru email notifications?

A: Unfortunately, there is no way for a user to customize their address. Email will be sent to whichever address NCCS has listed for you. Please contact them to update your email address.

Q: I don't see an appropriate discussion community for my post. Where should I put it?

A: If your posting does not fit within the established communities, you may post to the next higher community level. For example if there is a project you are involved in that does not fit within the "GMI" sub-community, then post it to the "Atmospheric Chemistry Models" community. If you feel there is sufficient demand for a new community, then please let others know by requesting it in the "Modeling Guru Tips & Feedback" community and we will consider adding it.

Q: I selected "Remember Me" during log in; why didn't Modeling Guru remember my username?

A: The "Remember Me" feature doesn't store your login information after you log out, but it does keep you logged in for an extended period. Your browser stores a cookie with your encrypted password, which allows you to stay logged in through multiple browser sessions if you don't click "Log out". When your session eventually expires, you are forced to re-enter your username and password. Never use the "Remember me" feature on a shared computer.

Q: Which browsers are recommended for use with Modeling Guru?

As of April 2008, the best-supported browser is Firefox 2.X. While Safari 3.X and IE7 generally work well, users report occasional problems with IE7 and Safari can't support the Rich Text editor. The new Firefox 3.0 and IE8 browsers still have numerous issues, and are not recommended at this time.